

(b)(6)

CIV NDW ANND, N30

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**From:** (b)(6) CIV NDW DLGR, N6  
**Sent:** Thursday, April 15, 2010 11:57  
**To:** (b)(6) CIV District Fire Chief  
**Subject:** Stuff

(b)(6),

First off, Joe and I appreciate the support you have given us. The WNY, Bolling roll-out has been totally FUBAR because of rolling out before the system was ready. We have recently taking ownership of the Bolling Site and trying to get it up to par. We are now just days away from getting the funding and resources to finish cleaning up the mess.

The DC Fire Interoperability radios have hit a couple of snags. 1. we went out to replace the radios in the existing chassis and found that the existing was too old to upgrade. No problem, we found a couple of later chassis to use. (b)(6) was out there yesterday and installed the new chassis and radios, new antennae. A new problem arose. The interface from our radios to the DC Fire system is not working properly. They can hear us on their system. However, they can not generate the proper codes to Push-to-Talk. We are all researching this issue and hope to have a resolution within a couple of days. If all goes well Joe will be able to make changes to our radios, if needed, remotely.

v/r,  
(b)(6)..

(b)(6)

## CIV NDW ANND, N30

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**From:** (b)(6) CIV NDW DLGR, N61  
**Sent:** Thursday, April 15, 2010 9:12  
**To:** (b)(6) CIV NDW DLGR, N6; (b)(6) CIV NDW DLGR, N6; (b)(6)  
(b)(6) CIV NDW WNYD, N6; (b)(6) CIV NDW WNYD, N6; (b)(6)  
CIV District Fire Chief; (b)(6) CIV NDW WNYD, N37; (b)(6) CIV  
NDW ANND, N30  
**Cc:** (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N6  
**Subject:** Incident Report BAFB - Dropped Call - Initial/Final

Incident Date: 14-APR-2010 Reported  
Site Location: Naval District Washington, Washington Navy Yard (WNY); Bolling AFB  
Reported by: Robert Quinn (WNY Dispatch Shift Supervisor)

### Issue Summary:

Unreliable Transmissions (Dropped Calls)

### Impact:

Overall impact, users (Fire, Police and tenant units) would receive intermittent dropped calls within the WNY area. Concern would be if users needed to respond to calls, users may or may not receive necessary calls to react as well as may or may not be able to place necessary calls for additional needed support.

### Remediation:

Channel reset on repeaters attached to the antenna awaiting replacement. Turned network connectivity off at the network switch.

Status: Initial/Close out

### Notifications:

(b)(6) (N6 CIO), (b)(6) (N6 Deputy CIO), (b)(6) (N61 Branch Manager), (b)(6) (N65 Branch  
Manager), (b)(6) (District Fire Chief), (b)(6) (Duty Fire Chief) (b)(6) (Lead Dispatch Supervisor)

(b)(6)

**CIV NDW ANND, N30**

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**From:** (b)(6) CIV NDW DLGR, N61  
**Sent:** Thursday, April 15, 2010 9:01  
**To:** (b)(6) CIV District Fire Chief  
**Cc:** (b)(6) CIV NDW DLGR, N61; (b)(6) CIV NDW DLGR, N6; (b)(6)  
(b)(6) CIV NDW DLGR, N6; (b)(6) CIV NDW DLGR, N6; (b)(6)  
CIV NDW WNYD, N6  
**Subject:** RE: Radio Problem- for SA

(b)(6)

My name is (b)(6). I work alongside (b)(6). If you are available tomorrow morning, I would like to have a 15 to 30 minute discussion toward your concerns associated with the eLMR environment. If you are available say 0930, pls advise.

My ultimate intent is to ensure eLMR provides quality support and delivery of eLMR products toward you, the customer's need.

I will be accompanied by (b)(6).

R/s

(b)(6)

-----Original Message-----

**From:** (b)(6) CIV NDW DLGR, N6  
**Sent:** Thursday, April 15, 2010 8:35  
**To:** (b)(6) CIV NDW DLGR, N6; (b)(6) CIV NDW DLGR, N6; (b)(6) CIV NDW WNYD, N6;  
(b)(6) CIV NDW DLGR, N61  
**Cc:** (b)(6) CIV NDW DLGR, N61; (b)(6) CIV District Fire Chief  
**Subject:** FW: Radio Problem- for SA  
**Importance:** High

All,

The referenced issue below was due to one of the repeaters at Bolling that was in TEST Mode (maintenance mode) came back on line due to facility power fluctuations. This is one of the repeaters connected to the bad antenna. When this repeater was selected by the controller to transmit a call, the call failed. At 0800 this and the remaining repeaters were turned off at the network switch. This will prevent them from being selected, even if they were on-line.

This issue is unrelated to the issue requiring the twice daily radio checks. We also believe that this issue has been resolved by a programming change that has been implemented on all Desktops within the Region.

Station 2 reports that they heard the call and Station 1 did not. It should be noted that Station 2 is currently working off of the Navy Annex Tower. This indicates that the issue is a repeater problem at Bolling and not a Desktop issue. Also, a second and subsequent transmissions by the Dispatcher were successful.

v/r,

(b)(6)...

-----Original Message-----

From: (b)(6) CIV District Fire Chief  
Sent: Thursday, April 15, 2010 12:05 AM  
To: (b)(6) NDW WNYD, N9; (b)(6) CIV NDW DLGR, N30; (b)(6) NDW  
WNYD, N00  
Cc: (b)(6) MACS NDW WNYD, N35; (b)(6) CIV NDW WNYD, N37; (b)(6) CIV NDW DLGR, N6;  
(b)(6) CIV NDW DLGR, N61  
Subject: FW: Radio Problem  
Importance: High

For your SA, the ELMR system continues to fail and have issues. Apparently the twice a day radio checks between Dispatch and Fire is not the answer to fix the broken radio system. Once again I'm voicing my concern from a legal, safety and operational standpoint.

On the below call there was a delay in getting Amb. 19 on the road, because the call was not transmitted over the station radio for station 1. This has happened previously both to station and apparatus radios not hearing the Dispatcher putting out a call and or message.

Since this is an ongoing issue, I would ask Dispatch to place a policy in place to have Dispatch alert the stations due on the emergency via radio as they presently do, the second dispatcher or supervisor should be calling all the stations by phone to ensure all units due to the emergency get the call and can respond with minimal delay until the radio system is working properly.

Response times are critical for every true emergency!

r/(b)(6)

-----Original Message-----

From: (b)(6) CIV Washington Navy Yard, N9  
Sent: Wednesday, April 14, 2010 4:55  
To: (b)(6) CIV NDW WNYD, N37  
Cc: (b)(6) CIV District Fire Chief  
Subject: Radio Problem

Good Day:

I want to let you know about another radio problem at 0411 a call for a medical was placed out for 600 Va Avenue and station 2 did hear call but station 1 did not and that is where amb 19 is and I had to call station 1 and they had to alert Amb 19 that did a few minutes. I did call (b)(6) from Elmr and he will look into problem. (b)(6) advised desktop there at station 1 could have gone down. I also placed a Ticket for Elmr Ticket # INC9286. The Battalion Chief was also advised of problem. Thanks and have a good day.

Lead Dispatcher

(b)(6)

(b)(6)

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WNYD, N00  
**Cc:** (b)(6) NDW WNYD, N35; (b)(6) CIV NDW WNYD, N37; (b)(6) CIV NDW DLGR, N6;  
(b)(6) CIV NDW DLGR, N61  
**Subject:** FW: Radio Problem  
**Importance:** High

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**Cc:** (b)(6) NDW WNYD, N35; (b)(6) CIV NDW WNYD, N37; (b)(6) CIV NDW DLGR, N6;  
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